



AUGUST 12, 2013

STREAMLINE COORDINATOR

Kalamazoo Community Mental Health & Substance Abuse Services (KCMHSAS) is seeking a full-time helpdesk technician who has experience working with individuals of diverse racial, ethnic, and cultural backgrounds. The selected candidate will provide support to both KCMHSAS direct staff as well as a vast community provider network. Balanced skills between technical know-how in a clinical environment are preferred.

This position will be the first point of contact for all KCMHSAS customers – particularly those using the clinical management system (including the electronic health record) and will be responsible for troubleshooting/triaging issues as they arise. Other duties include:

- Developing comprehensive understanding of all Streamline modules/applications (Streamline is KCMHSAS's Behavioral Health Information System and comprises the Electronic Medical Record (EMR), provider management, and claims/payments functions of the organization) and the KCMHSAS processes that Streamline supports. This includes clinical/Rx access, finance, and all functions/ processes in use throughout the KCMHSAS and provider system.
- Responding to all requests for assistance related to use of Streamline including HelpDesk Tickets and phone/email requests. Works with Streamline computer users in all areas (clinical/Rx access, finance, provider, etc.) to identify and/or resolve day-to-day problems in a timely manner.
- Serving as the primary point of contact with Streamline regarding products and overall functionality. Identifies recurring Streamline issues or patterns, to develop long term solutions.
- Working with other IT staff, customers and Streamline in the testing, evaluation and implementation of new Streamline features/functions and in processing user feedback and requests.
- Providing communication to all users of any changes in Streamline production, overall system upgrades or enhancements to ensure an effective flow of information throughout the organization and provider network.
- Serve as an educational resource for all KCMHSAS staff and providers.

The minimum starting salary for this position is \$43,248 (\$20.79 hourly).

A Bachelor's Degree in Computer Science, Human Services, Social Work, Business Administration or a related field is required. Applicants with an Associate's Degree and 3 to 5 years experience working in a clinical, business management, or IT capacity will also be considered. The successful candidate will have previous experience using an electronic medical record system, strong computer skills, and an understanding of the public mental health system. This position offers the opportunity to learn new and varied computer skills.

We offer competitive compensation and fringe benefits including medical, vision and dental insurance; disability and workers compensation insurance; Paid Time Off plan with paid holidays; tuition reimbursement; retirement and deferred compensation plans.

Individuals of diverse racial, ethnic, and cultural backgrounds along with bilingual candidates are encouraged to apply. Please apply online by filling out an electronic application via our Career Opportunities page found at www.kazoocmh.org/careers.

KCMHSAS is an equal opportunity employer that encourages diversity and inclusion among its workforce. We strive to empower people to succeed.

